

# Notes for Users and Payments for Pooled Dial-a-Ride Service



香港復康會  
The Hong Kong Society  
for Rehabilitation  
復康巴士  
Rehabus

- 1) As a passenger of Rehabus, users of Pooled Dial-a-Ride Service (PDAR) must comply with the “Rules for Passengers” posted inside the compartments. We reserve the right to terminate service to any passenger whose behaviour disturbs/harasses the driver or any other passenger(s), or if he/she continues to violate the rules after dissuaded by our driver or our Society, without legitimate reasons.
- 2) Users should wait for Rehabus at the scheduled time and place. To avoid delaying other users’ journeys, Rehabus will depart on time.
- 3) If a user has waited for more than half an hour for our Rehabus, please take other transportation instead, there might be an accident in its journey. Under normal circumstances, our drivers or operations staff will contact users for special arrangements in case of any special incidents. User’s understanding is highly appreciated if there is any delay caused by traffic congestion. If necessary, please contact our driver or our duty-officer.
- 4) Users should pay fares on time. Please refer to “Appendix: Procedure for Handling Fares of Pooled Dial-a-Ride Service” for details.
- 5) If, for any reason, a user wants to cancel a trip, he/she should notify our staff or the driver concerned in advance. If a user cancels trips for one month or more or withdraws from PDAR, he/she shall notify us in writing.
  - To take leave : users should notify us by telephone and by post, and need to pay the monthly fare for the period of suspension. If he/she suspends using PDAR for a whole month (from the 1<sup>st</sup> to the 31<sup>st</sup> day of the month) due to illness, the fare for the first month can be waived provided that the user applies for fare exemption in writing, enclosing with the medical/hospitalization certificate, etc., not later than the end of that month. Otherwise, he/she should pay the monthly fare.
  - To withdraw from service : he/she should give advance notice to us in writing not later than the end of the month of withdrawal. Otherwise, he/she should pay the monthly fare.

Remarks : The escort(s) (whether they need to pay fares or not) is/are affiliated to the user, i.e. the escort should not use Rehabus when the user is not using the service. Therefore, if the user takes leave for health reason, the first month’s fares for the user as well as the escort would be exempted. But if, for any reason(s), the user and/or the escort used the service in that month, the fare(s) would not be exempted.

- 6) We reserve the right to arrange service for other applicants during the period in which the user suspends using PDAR service.
- 7) If a user suspends using PDAR for more than 2 months, we will consider whether his/her service can be retained. If a user suspends using PDAR for 3 months or more, there will certainly not be any service reservation arrangement. The user has to submit a new application if the service is still required.
- 8) If the number of passengers (excluding escorts who use the service for free) of a PDAR route is less than 4 for more than 3 months, the service of such route will be terminated.
- 9) For enquiries or any update on personal data, please call our service hotline at 2817 8154.



## Appendix: Procedure for Handling Fares of Pooled Dial-a-Ride Service

### Fares of Pooled Dial-a-Ride Service

Monthly charge: HK\$160

(Remark: users should pay a monthly charge (the charge is not based on the actual number of trips taken in a month, i.e. even if a user has taken only one trip in that month, he/she should pay the full amount of monthly charge.)

#### New users:

Expected new users should deposit the first month's fare in the bank account of the Hong Kong Society for Rehabilitation in HSBC (account no.: 652-555798-838), and send the copy of bank-in slip to us by fax. Only after we have received the copy of the bank-in slip would the application be considered as completed, and the applicant would be informed of the arrangement.

#### Existing users:

| Time   | Parties Concerned          | Action  | Remarks  |
|--|----------------------------|---|--|
| From the 20th day of previous month to the 20th day of current month   | User                       | <ul style="list-style-type: none"> <li>Settle the fare payment#</li> <li>Write the user's name, route number and payable for the service month on the back of the cheque or the bank-in slip</li> <li>Send the cheque / bank-in slip / payment record to us by post (Address: Rehabus, Room 2, G/F., Lam Tin Complex, 7 Rehab Path, Lam Tin, Kowloon). User can also email the payment support to rbaccount@rehabociety.org.hk with the user's name and route number.</li> <li>After our Finance Department has confirmed the payment, e-receipt will be issued for users who have an email address and agree to receive e-receipt while the other users will receive the Monthly Pass as receipt by post.</li> </ul> | <p># Please see "Important Information" below</p> <ul style="list-style-type: none"> <li>If the user has not received the receipt within one month after posting the payment support, please contact our Finance Department staff at 2817 8154 or by email at rbaccount@rehabociety.org.hk as soon as possible.</li> <li>Referred to the above Note 5, any waiver application should be submitted by the end of that month.</li> </ul> |
| The 20th day of next month   | Rehabus Finance Department | Contact those users who have not paid the fares of the previous month by phone and remind them to settle all outstanding amounts before the 26th day of the month, otherwise, Rehabus services (including PDAR, Scheduled Route & Dial-a-Ride Service) to those users will be suspended starting from the 1st day of the following month  | We will contact the staff of any concerned school(s)/organization(s) for more information if needed. If the user provides reasonable explanation or has any difficulties in paying the fares, we will handle the case with discretion.   |
| The 1st day of the month after next  | Rehabus                    | Suspend Rehabus services to those users who fail to settle the payment  |  |
| <p>If a user settles outstanding payment after suspension of his/her service, we will resume normal transport service in 3 working days after receiving the payment, provided that the service has not been allocated to other applicants on the waiting list<sup>❖</sup>. The corresponding Monthly Pass will be posted as the receipt.</p> <p>❖ Note: Users whose PDAR service has been suspended for more than 2 months will be considered as withdrawal from the service. They required to submit a new application after settling all outstanding payment if the service is still required.</p> |                            |   |  |



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# Important Information:

(a) Payment Methods:

- (i) Deposit the fare in our bank account in HSBC (account no.: **652-555798-838**), and obtain the bank-in slip;
- (ii) By cheque (payable to **The Hong Kong Society for Rehabilitation**).

(b) Retain Payment Record:

Users should retain their own payment records (e.g. branch names, bank-in dates and times and cheque numbers, etc.), originals or copies, as well as the receipts (Monthly passes) issued by Rehabus.

(c) Refund Policy:

If a user has pre-payment / balance of payment in Rehabus, he/she should apply for refund in writing, by post or by email at [rbaccount@rehabociety.org.hk](mailto:rbaccount@rehabociety.org.hk), no later than the end of the month he/she notified us of the withdrawal from PDAR. Our Finance Department will proceed within 10 working days, i.e. contact the user or his/her guardian and collect necessary bank information. If the user has not received any contacts from our staff or has any enquiries, please contact our Finance Department by email at [rbaccount@rehabociety.org.hk](mailto:rbaccount@rehabociety.org.hk) or call our service hotline at 2817 8154.

